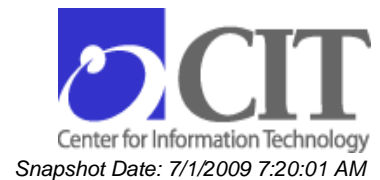


## Customer Service Report for ASB

For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
<b>Application Support</b>											
Database Development	1	0	0	0	0	0	0	0	1	0	6
<b>ASR</b>											
Colocation-OFF	0	0	0	1	0	1	0	0	0	0	0
Colocation-ON	0	1	0	7	0	6	1	0	1	0	0
Other	0	0	0	3	0	2	0	0	1	0	0
Windows	0	1	0	0	0	1	0	0	0	0	0
<b>CIT Categories-General Information</b>											
General Info	0	1	0	0	0	0	0	1	0	0	15
<b>Connectivity</b>											
Connect Direct	1	0	0	0	0	1	0	0	0	0	0
<b>Email</b>											
Dir Suppt/Change Entry	0	1	0	0	0	0	0	0	0	1	0
<b>EOS</b>											
User Applications	0	1	0	0	0	1	0	0	0	0	0
<b>OS/390</b>											
Other Software	1	0	0	0	0	0	0	0	1	0	39
Printer/VPS	1	0	0	25	0	2	0	0	24	0	0
Wylbur	1	0	0	0	0	0	0	0	1	0	4
<b>Grand Total:</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>36</b>	<b>0</b>	<b>14</b>	<b>1</b>	<b>1</b>	<b>29</b>	<b>1</b>	<b>2</b>

Total Tickets Closed:	31
Total Tickets Assigned/Pending/Checked Out:	15
Total Tickets Created:	46